

THE MEDIATION PROCESS

I. INTRODUCTIONS AND GROUND RULES

1. Welcome to mediation. Ask if they want to resolve their problems.
Introductions.
2. Purpose of mediation is to help you achieve a solution that is acceptable to both of you.
3. Explain what is said will be kept CONFIDENTIAL by the mediators and should be kept confidential by the parties. If it involves drugs, weapons or abuse, the mediation will be stopped and you will report it to the advisor.
4. There are GROUND RULES that you must agree to before we begin:
 - *Do not interrupt.
 - *No name calling or putdowns
 - * Agree to work toward a solution that will solve the problemDo you agree to these rules?

II. GATHER INFORMATION

5. Decide who will go first. If no one volunteers or there is disagreement, then go alphabetically by the first letter of the first name.
6. Ask person #1 what happened.
RESTATE/PARAPHRASE (You said, “ _____ ”.)
Ask person #1 how he or she feels and why.
RESTATE/PARAPHRASE (You feel _____
because _____.”)
7. Ask person #2 what happened.
RESTATE/PARAPHRASE (You said, “ _____ ”.)
Ask person #2 how he or she feels and why.
RESTATE/PARAPHRASE (You feel _____
because _____.”)

8. Ask both parties if they have anything to add.

III. GENERATE OPTIONS

9. Brainstorm solutions. Ask each person to think of all the ways that the problem can be solved. Write down all of their ideas on the back of the Peer Mediation Report Form. Come up with as many ideas as possible. Do not judge or discuss the ideas yet.

10. Can either of you think of any more ways to solve the conflict?

IV. EVALUATE OPTIONS AND CHOOSE A SOLUTION

11. Read all the ideas to the disputants.

Can this solution be done?

What solutions do you both think you can live with?

Is this solution fair?

12. _____ agrees to _____.

_____ agrees to _____.

13. Do you think the problem has been solved? (If they both say “yes”, have them fill out their section of the report form. If one party says no, return to III. Generate Options and continue brainstorming.

14. What do you think you could do differently to prevent this from happening again?

V. WRITE THE AGREEMENT AND CLOSE

15. Write up the agreement and have all parties sign. Congratulations for solving your conflict. Please tell your friends the conflict has been solved to prevent rumors from spreading. Thank your for coming to mediation. Shake hands with all parties.

16. Ask parties to complete Peer Mediation Evaluation Form and Peer Mediators may also complete self-evaluations.